



**Commonwealth of Massachusetts
Executive Office of Labor and Workforce Development**

Language Access Services MassHire Career Centers

Charles D. Baker, Governor
Rosalin Acosta, Secretary, EOLWD
Alice Sweeney, Director, MDCS
Marisa de la Paz, Director, Multilingual Services, EOLWD

Office of Multilingual Services



Welcome
Benvenuto
أهلا وسهلا

Benvindu
សូមស្វាគមន៍
Bem-vindo



Byenveni
歡迎
ຍິນດີຕ້ອນຮັບ
Tiếp Rước
приветствие
Bienvenido

Mission

Ensure meaningful access to all aspects of the Agencies programs, services and activities for all Limited English Proficiency (LEP) customers by providing language expertise, support, and guidance. Abiding by the values of the Commonwealth ensuring that non-discrimination, equal access, and opportunity are safeguarded, promoted, and reflected in our Agency programs, services, and activities.

Vision

Deliver high quality services to all our customers as if no language barriers existed.

Office of Multilingual Services



Multilingual Services Unit

- ❖ Functions as the central internal language facilitation Unit for all EOLWD agencies
- ❖ Facilitates communication between EOLWD agencies/departments and LEP customers by providing interpretation and translation services as needed
 - ❖ Ad hoc translation of UI Online documents
 - ❖ Translation of agency materials (booklets, manuals, forms , letters, videos, etc.)
 - ❖ IVR translation and recordings
 - ❖ Walk-Ins, Adjudicators, Call Centers, MassHire Career Centers staff
 - ❖ UI Hearings/Board of Review
- ❖ Supports the LEP Toll-free line in 12 languages
 - ❖ Schedules CCS/RESEA mandatory sessions
 - ❖ Answers general LEP claimants questions
 - ❖ Assists with UI Online issues
- ❖ Maintains the Multilingual Website/Intranet/Mass Workforce System
 - ❖ Post Language Access guidelines
 - ❖ Posts translated material
 - ❖ Updates forms and publications



The Unit comprises staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, Haitian Creole, Dutch and Italian.

Language Access Laws and Executive Orders



Limited English Proficient (LEP)?

A Limited English Proficient (LEP) individual is someone who does not speak English as his/her primary language and who has a limited ability to read, speak, write and/or understand English.

Federal/State laws & EO particularly applicable to language access include:

- Title VI of the Civil Rights Act of 1964
- Federal Executive Order 13166
- Massachusetts Executive Order 526
- Massachusetts General Law 151A §62A(iii)
- §188 of the Workforce Innovations & Opportunity Act (WIOA)





The Civil Rights Act of 1964 & WIOA

- Title VI of the Civil Rights Act of 1964 prohibits discrimination on the basis of race, color, and national origin in programs receiving federal financial assistance. See 42 U.S.C. §2000d et seq.
- §188 of the Workforce Innovations & Opportunity Act (WIOA), provides that no individual shall be excluded from participation in, denied the benefits of, be subjected to discrimination under, or denied employment in the administration of or in connection with, any such program or activity because of race, color, religion, sex, national origin, age, political affiliation or belief, status as a qualified individual with disabilities or specified non-citizenship statuses . See 29 U.S.C. §2938.
- Department of Labor Civil Rights (CRC) has revised its regulations to implement the nondiscrimination and equal opportunity obligations under **WIOA §188**.
- § 188 prohibits discrimination against individuals in any WIOA Title I–financially assisted program or activity, which includes job training for adults and youth and programs or activities provided by recipients at MassHire Career Centers.
- The regulations clarify that discrimination based on national origin includes failing to provide **language services** to someone with LEP. As such, under the rule, agencies must take reasonable steps to ensure that LEP individuals have meaningful access to aid, benefits, services, and training.

The Civil Rights Act of 1964 & WIOA



Steps to ensure that LEP individuals have meaningful access to aid, benefits, services, and training.

- Provide oral interpretation and written translation of both hard-copy and electronic materials into various languages. This ensures that LEP individuals are informed about or able to participate in covered programs or activities.
- Record the limited English proficiency and preferred language of applicants who seek to participate in the workforce development system to help ensure they have the necessary information to serve individuals with LEP effectively.
- Translate documents containing **"vital"** information into languages spoken by a significant number or portion of the population eligible to be served or likely to be encountered.
- **"Vital"** information means information, whether written, oral or electronic, that is necessary for an individual to understand how to obtain any aid, benefit, service, and/or training; necessary for an individual.

Who Must Comply with Title VI & WIOA §188?

Any entity that receives funding assistance from the federal government, including:

- **State & local agencies**
- **Federal agencies**
- **Private & non-profit entities**
- **Sub-recipients of WIOA, NEG or TAA funds**

Demographics



Rank by # speakers	Language	Estimate	Margin	% of total MA pop.
	Total MA Population:	6,339,745	+/-266	
	Speak only English	4,912,310	+/-8,994	77.0%
	Speak a language other than English	1,427,435		23.0%
1	Spanish:	534,262	+/-3,670	8.4%
2	Portuguese or Cape Verdean:	179,245	+/-4,772	2.8%
3	Chinese:	121,445	+/-3,128	2.0%
4	Haitian Creole:	71,301	+/-3,432	1.1%
5	French:	59,590	+/-2,195	0.9%
6	Vietnamese:	41,140	+/-2,250	0.5%
7	Russian:	38,496	+/-2,168	0.6%
8	Italian:	36,387	+/-1,683	0.6%
9	Arabic:	33,345	+/-1,911	0.5%
10	Khmer:	24,047	+/-1,639	0.4%
11	Korean:	17,594	+/-1,114	0.3%
12	Lao:	2,959	+/-644	less than 0.1%

2011-2015 American Community Survey 5-Year Estimates



Demographics (Cont.)

Rank by # speakers	Language	Estimate	Margin	% of total MA pop.
	Total MA Population:	6,339,745	+/-266	
	Speak only English	4,912,310	+/-8,994	77.0%
	Speak a language other than English	1,427,435		23.0%
1	Spanish:	534,262	+/-3,670	8.4%
	Speak English less than "very well"	222,343	+/-3,678	3.5%
2	Portuguese or Cape Verdean:	179,245	+/-4,772	2.8%
	Speak English less than "very well"	78,067	+/-2,728	1.2%
3	Chinese:	121,445	+/-3,128	2.0%
	Speak English less than "very well"	62,626	+/-1,815	1.0%
4	Haitian Creole:	71,301	+/-3,432	1.1%
	Speak English less than "very well"	31,741	+/-1,952	0.5%
5	French:	59,590	+/-2,195	0.9%
	Speak English less than "very well"	10,967	+/-1,058	0.2%
6	Vietnamese:	41,140	+/-2,250	0.5%
	Speak English less than "very well"	25,169	+/-1,408	0.4%
7	Russian:	38,496	+/-2,168	0.6%
	Speak English less than "very well"	15,986	+/-1,113	0.3%
8	Italian:	36,387	+/-1,683	0.6%
	Speak English less than "very well"	9,792	+/-828	0.2%
9	Arabic:	33,345	+/-1,911	0.5%
	Speak English less than "very well"	13,655	+/-960	0.2%
10	Khmer:	24,047	+/-1,639	0.4%
	Speak English less than "very well"	12,223	+/-1,137	0.2%
11	Korean:	17,594	+/-1,114	0.3%
	Speak English less than "very well"	7,694	+/-776	0.1%
12	Lao:	2,959	+/-644	less than 0.1%
	Speak English less than "very well"	1,625	+/-399	less than 0.1%

Language spoken at home by ability to speak English for the Population 5 Years of age and over (Percentages rounded to nearest tenth; all values below 0.05% are labeled "less than 0.1%")



Demographics (Cont.)

Rank by # LEP	Languages	Estimate	Margin	% of total MA pop.
	Total MA Population:	6,339,745	+/-266	
	# Speakers of other languages who speak English very well	861,617		14.0%
	# Speakers of other languages who English less than very well	565,818		9.0%
	Spanish:			
1	Speak English less than "very well"	222,343	+/-3,678	3.5%
	Portuguese or Cape Verdean:			
2	Speak English less than "very well"	78,067	+/-2,728	1.2%
	Chinese:			
3	Speak English less than "very well"	62,626	+/-1,815	1.0%
	Haitian Creole:			
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	Lao:			
12	Speak English less than "very well"	1,625	+/-399	less than 0.1%

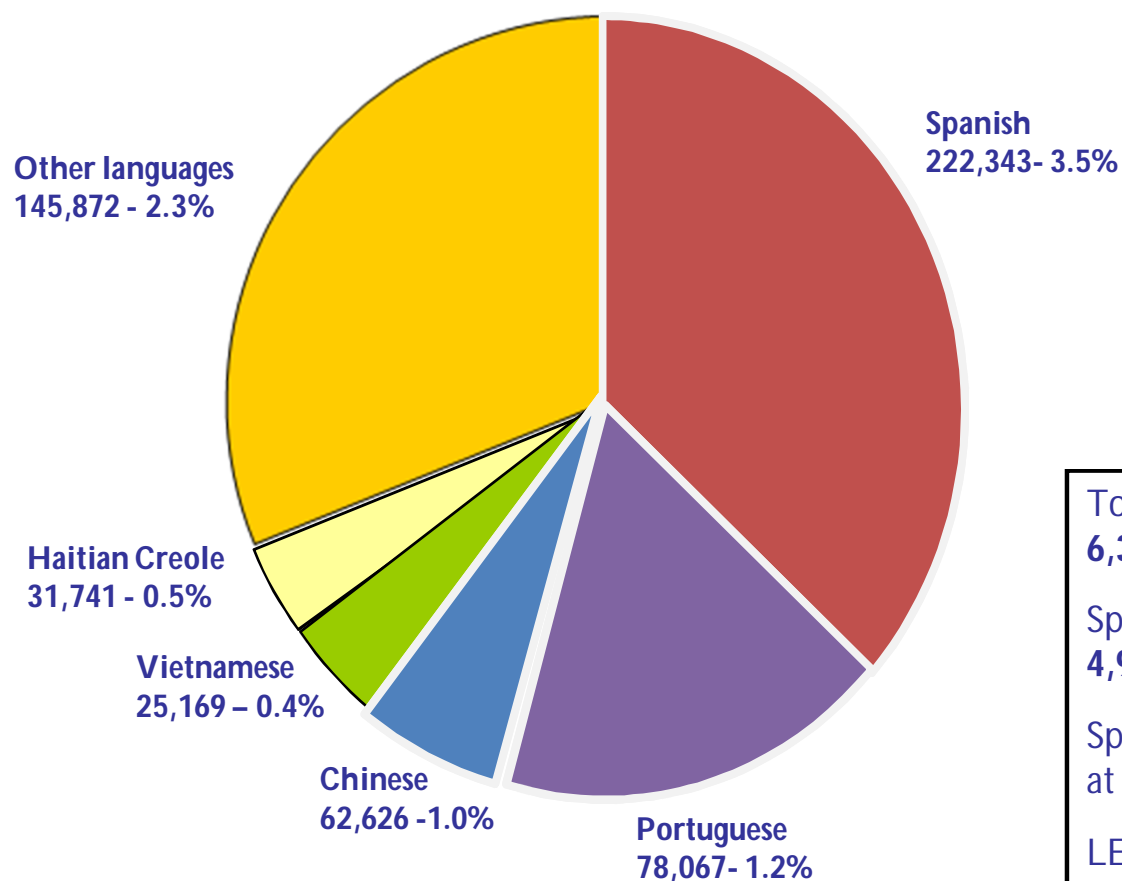
MA Population who speaks English
"less than very well"

Language spoken at home by ability
to speak English for the Population 5
Years of age and over (Percentages
rounded to nearest tenth; all values
below 0.05% are labeled "less than
0.1%")



Demographics (Cont.)

Massachusetts LEP Population (Speaks English less than very well)



Total MA Population 5 Years and over:
6,339,745

Spoke Only English at Home:
4,912,310 - 77%

Spoke a Language Other than English
at Home: **1,427,435 - 23%**

LEP (Spoke English Less than 'Very
Well'): **565,818 - 9% of total MA pop.**



Best Practices

- Devise protocols so staff knows when to secure language services
- Train all staff who are likely to have contact with LEP customers:
 - LEP Policy/procedures/guidelines/protocols
 - Language access for new employees orientation
 - Ensure knowledge and awareness of language assistance measures
 - How to effectively work with in-person and telephonic interpreters
 - Procedures for communicating with LEP by telephone
- Display agency customized “Interpreter Services Available” posters in agency public spaces
- Sight translation of documents in languages not frequently encountered or not part of our 12 statutory languages
- Consideration of LEP needs when implementing new programs, services and activities, publishing new forms or notices etc.
- Refer customer to translated forms and publications on Multilingual Services website
<https://www.mass.gov/orgs/office-of-multilingual-services>





Translation vs Interpretation

Definition of Translation:

Translation is the written rendering of the source language text into the target language text.



- Translation of vital documents and post on agency website
- Vital documents include documents that require a response, such as applications, consent forms, letters containing information regarding eligibility or participation criteria, and notices pertaining to reduction, denial or termination of services or benefits, or advise of free language assistance
- Use only qualified in-house translators

Definition of Interpretation:

Interpretation is the immediate oral rendering of the source language into the target language.



- Use Multilingual Services Unit Staff
- Use only trained in-house bilingual staff
- Use the over-the-phone language services when needed
- Provide feedback in the comment section of the Report of Usage e-form if issues arise with professional interpreter



Monitoring

Ensuring quality and accuracy of language assistance services is critical and should be closely monitored



- Monitor any changes in the LEP population/service area
- Inform and train newly hired staff
- Make sure all staff know and understand the language access guidelines/protocols and undergo regular training
- Ensure that all in-house staff who serve as translator or interpreter who communicate with LEP individuals are competent to do so
- Conduct periodic quality control reviews to ensure staff compliance
- Monitor feedback from Community Based Organizations (CBO), legal services and other stakeholders about the effectiveness and performance in ensuring meaningful access for LEP individuals

Multilingual Services Unit



The Multilingual Services Unit facilitates communication between EOLWD and its agencies:

MassHire Department of Career Services (MDCS) and MassHire Career Centers

Department of Unemployment Assistance (DUA)

Department of Industrial Accident (DIA)

Department of Labor Standards (DLS)

And

Limited English Proficiency (LEP) customers

Providing language access services such as interpretation and translation services as needed.

The Unit comprises staff who speak:

English



Spanish



Portuguese



Cape Verdean Creole



French



Cantonese



Mandarin



Vietnamese

Italian



Dutch



Sure, I can help you!



Protocol



Staff in need of assistance to communicate with Limited English Proficiency (LEP) customers can:

- Contact the **Multilingual Services Unit** if the language needed is: Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, Italian or French.
- Contact the **over-the-phone language line** for assistance in other languages or when Multilingual Services Unit staff is not available.
- For brief calls, contact a staff member on the **Internal Volunteer Bilingual Staff** list. You can find this list on the intranet at <http://intranet/CO/SitePages/Home.aspx> under "For Career Centers."



Multilingual Services Unit



The Multilingual Services Unit office hours are:

Monday to Friday

8:30 AM to 12:00 PM

1:00 PM to 4:00 PM.

If a Multilingual Services Unit staff member is not available, please leave a message or, if immediate assistance is required, call the over-the-phone language line.



Multilingual Services Unit



Multilingual Services Unit Contact Information:

Lillianna Leung:

for Cantonese, Mandarin, and Vietnamese

617-626-5475

lleung@detma.org



Vita Lopes:

for Portuguese, Cape Verdean Creole, and Spanish

617-626-5476

Vitalina.lopes@detma.org



Over-the-Phone Language Line Services

Telephonic interpretation can be cost-effective and high quality

- ✓ Over-the-phone interpretation is "consecutive" interpretation. This means there must be pauses while the interpreter repeats each statement in the respective language
- ✓ Speak in the first person just as you would if speaking directly to the customer
- ✓ Test the speakerphone and conference call functions prior to usage
- ✓ Know the Agency Access Code and Location Code, if required
- ✓ Note the interpreter's ID number
- ✓ Explain the setting and provide applicable information
- ✓ Keep a reference card handy with the vendor's procedures
- ✓ Be attentive to the interpreter's verbal cues – if asked to pause, please do so to allow for interpretation. Remind all participants on the call to do the same
- ✓ Close by stating "end of call."



Over-the-Phone Language Line Services



Language Line Services is our external over-the-phone language line, providing interpreter services in over 240 languages.

WHEN RECEIVING A CALL from an LEP customer:

1. Use Conference Hold to place the customer on hold
2. Dial: **1-866-874-9048**

1. Enter on your telephone keypad or provide the representative:

- * Press 1 for Spanish
- * Press 2 for all other languages and speak the name of the language you need at the prompt
- * Enter Your: **3 Digit Access Code**

An Interpreter will be connected to the call. Please provide the 6 digits Client ID

4. Brief the Interpreter. Summarize what you wish to accomplish and give any special instructions
5. Add the LEP customer to the line
6. Say "End of Call" to the Interpreter when the call is completed





Over-the-Phone Language Line

Three digit Location Access Code

Boston	MassHire Downtown Boston Career Center	101
Boston	MassHire Boston Career Center	102
Cambridge	MassHire Metro North Career Centers	104
Chelsea	MassHire Metro North Career Centers	105
Woburn	MassHire Metro North Career Centers	106
Framingham	MassHire Framingham Career Center	107
Norwood	MassHire Norwood Career Center	109
Gloucester*	MassHire North Shore Career Center	110
Haverhill	MassHire Merrimack Valley Career Center	111
Lawrence	MassHire Merrimack Valley Career Centers	112
Lowell	MassHire Lowell Career Center	113
Salem	MassHire North Shore Career Center	115
Attleboro	MassHire Attleboro Career Center	116
Brockton	MassHire Brockton Career Center	117
Fall River	MassHire Fall River Career Center	118
Hyannis	MassHire Cape & Islands Career Center	120

New Bedford	MassHire Greater New Bedford Career Center	121
Plymouth	MassHire South Shore Career Centers	123
Quincy	MassHire South Shore Career Centers	124
Taunton	MassHire Taunton Career Center	125
Leominster	MassHire North Central Career Center	128
Southbridge	MassHire Southbridge Career Center	130
Worcester	MassHire Worcester Career Center	131
Greenfield	MassHire Franklin Hampshire Career Center	132
Holyoke	MassHire Holyoke Career Center	134
Pittsfield	MassHire Berkshire Career Center	137
Springfield	MassHire Springfield Career Center	138



Report of Usage

Over the Phone Language Services	
Report of Usage	
Your Name:	Marisa de la Paz
Call Center / Career Center / Hearing Office:	FutureWorks - Springfield
(Enter the name of your Call Center or Hearing Office (e.g., Boston UITCC))	
Date and Time of Call:	4/8/2015 3:21:00 PM
Approximate Duration of Call:	Hours: 0 hr Minutes: 11 mins
Language Requested:	Spanish
Services Provided:	Assistance for Career Center services
How would you rate the Language Line Services?:	<input checked="" type="radio"/> Excellent <input type="radio"/> Very Good <input type="radio"/> Good <input type="radio"/> Fair <input type="radio"/> Poor
Comments:	Attempted to reach Andrea at Multilingual Services before calling Language Line.

When using the over-the-phone language line you must complete a **“Report of Usage”** which can be found on the:

- Multilingual Intranet <http://intranet.detma.org/multilingual> or
 - Mass Workforce Issuance: <http://www.mass.gov/massworkforce/docs/issuances/wioa-policy/08-101-1.pdf>
- Complete and submit the **Report of Usage** immediately following the call. The information submitted is for tracking purposes.
- If you have any concern about the service, please note it in the comment section of the Report of Usage.



Conference Calls

If you receive a call from an LEP customer...

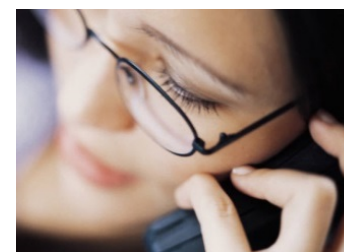
1. Place the LEP customer on conference. Call the Multilingual Services Unit or the Language Line at **1-866-874-9048**.
2. Once the interpreter is connected, press conference again and you will be on a 3-way conference call.
3. Speak clearly, in short sentences, and leave enough time for the interpreter to interpret.

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.

Albanian	Haitian	Korean
Arabic	Hakka	Laotian
Armenian	Hindi	Portuguese
Bengali	Husa	Punjabi
Burmese	Ibo	Russian
Cantonese	Italian	Spanish
Gujarati	Mandarin	Urdu
Greek	Khmer	Vietnamese



Career Center Staff



Limited English Speaker (LEP)



Interpreter



Conference Calls

If you need to contact an LEP customer...



Career Center Staff

1. Call the Multilingual Services Unit or the Language Line at **1-866-874-9048**.
2. When the interpreter is connected, place the interpreter on conference. Call the customer, press the conference button again and you will be on a 3-way conference call.
3. If needed, a Multilingual Services Unit staff member can place the call for you within the U.S. or Canada.



Limited English Speaker



Interpreter

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.

Albanian	Haitian	Korean
Arabic	Hakka	Laotian
Armenian	Hindi	Portuguese
Bengali	Husa	Punjabi
Burmese	Ibo	Russian
Cantonese	Italian	Spanish
Gujarati	Mandarin	Urdu
Greek	Khmer	Vietnamese



Conference Calls

If the LEP customer is at the MassHireCareer Center...

1. If either you or the customer cannot identify the language needed, show the customer the Language Identification Flashcard to let him/her indicate the language needed.
2. Call the Multilingual Services Unit or the language line at **1-866-874-9048**.
3. When the interpreter is connected, place the interpreter on speaker phone and start the conversation.

For brief calls, you can call a staff person listed on the Internal Volunteer Bilingual Staff list.

Albanian	Haitian	Korean
Arabic	Hakka	Laotian
Armenian	Hindi	Portuguese
Bengali	Husa	Punjabi
Burmese	Ibo	Russian
Cantonese	Italian	Spanish
Gujarati	Mandarin	Urdu
Greek	Khmer	Vietnamese



DCS Staff



**Limited English
Speaker**



Interpreter

Moses Primary Language Field



Capture primary language data when customers apply, register or request an agency service, program or activity (MOSES)

The screenshot shows a web-based form titled "Job Seeker Membership (test, donna)". The form is divided into several sections: "General Information", "Military Information", "Barriers", "Additional Information", "Education", "Migrant Status", "Economically Disadvantaged", and "Career Objective". The "Primary Language" field is highlighted with a red circle. The form includes various input fields, checkboxes, and radio buttons. The "Primary Language" field is currently set to "Haitian Creole".

Job Seeker Membership (test, donna)

test, donna SSN: XXX-XX-1021 ID: 10021387 OY TARRJSJR MPE \$ F Notes

Basic | Full | Education | Work Experience | Events | Alerts | Case Plan | Services | Special Programs

General Information | Military Information | Barriers

Additional Information

✓ Employed: ☐ Yes ☒ No Immigrant: ☐ Yes ☒ No

✓ Disability: ☒ Yes ☐ No Disability Comment:

Disability Type: ☐ Physical ☐ Mental

Dislocated Worker ☐ Received Notice of Layoff/Military Separation ☐

Primary Language: **Haitian Creole**

Language Details:

Summer Youth ☐

Permanently Separated (HITG): ☐ Last Modified: 00/00/0000

Economically Disadvantaged

✓ Family Size:

✓ Is your family income for the last six months below \$10,520.00? ☒ Yes ☐ No

Career Objective

Education

✓ In School: ☐ Yes ☐ Yes - In Alternative School ☐ No

✓ Highest Degree: Information Not Available

Migrant Status

☐ Seasonal Farm Worker, Non Migrant

☐ Migrant Farm Worker

☐ Migrant Food Processor

Trade Eligibility Match Criteria Run Match Eligibility Criteria OK Cancel

UI Online



City:	Fall River	*
State:	MA - Massachusetts	▼
Zip Code:	02721-4417	
Country:	US - United States Of America	▼*
Mailing Address		
Check this box if Mailing Address is same as Residential Address: <input type="checkbox"/>		
In care of (c/o):		
Address Line 1:	391 Wood St	
Address Line 2:		
City:	Fall River	
State:	MA - Massachusetts	▼
Zip Code:	02721-4417	
Country:	US - United States Of America	▼
Telephone Numbers		
U.S. and Canada Only:		
Home:		
Mobile:		
Other:		
International Phone:		
Correspondence Preference		
How would you like to receive your correspondence? (Note: If you elect to receive messages electronically, English is the only language option.)		
If Electronic, enter email address:		
Re-enter email address:		
Mail Hold on Payment		
Preferred Language		
Is English your primary language?		
What is the primary language that you speak and read? Please select from the list in the drop down menu:		
Do you prefer to receive correspondence from DUA in your primary language?		
NOTE: If you choose to receive correspondence in your primary language, DUA will send it by regular		
Note: Electronic correspondence is only available in English at this time.		

Select one

Afrikaans

Albanian

American Sign Language

Amharic

Arabic

Armenian

Bengali

Bosnian

Bulgarian

Burmese

Cantonese

Cape Verdean

Croatian

Czech

Danish

Dari

Dutch

Egyptian/Arabic

Estonian

Farsi

Flemish

French

German

Greek

Gujarati

Haitian Creole

Hebrew

Hindi

Hmong



DUA Correspondence

Career Center Seminar (CCS) / Initial RESEA Notification Letter

Claimants are enrolled at the time they receive their first UI payment. CCS/Initial RESEA notification letters are sent via postal mail in the **13 statutory languages** and the UI inbox (**English only**).

- CCS/Initial RESEA second notice reminders in the form of a Robo call is made on the 10th day after enrollment if they have not attended a CCS.

RESEA Review Robo Call

A RESEA Review reminder in the form of a Robo call (English and Spanish) is made on the 4th week from enrollment reminding job seekers that they have one week left to complete their RESEA Review.

- If the CCS/Initial RESEA was not attended within 3 weeks and not rescheduled "good cause" into the 4th week, 1 week sanction
- If the RESEA Review was not attended by the 5th week deadline, indefinite sanction

Note: CCS/RESEA letters include the Multilingual Services toll-free phone line: 888-822-3422





American Sign Language



Guidelines to request an American Sign Language (ASL) interpreter from the Massachusetts Commission for the Deaf and Hard of Hearing (MCDHH).

Requests are received by the MCDHH Department of Interpreter/CART Services in several ways:

- **Online request:** This is the preferred way for making requests. The service may not be used for cancellations. <https://www.mcdhh.net/request/>
- **Phone:** non-emergencies are received between 8:45 a.m. and 5:00 p.m. at 617-740-1600 VOICE and 617-740-1700 TTY.
- **FAX:** 617-740-1880 with an [Interpreter/CART Request Form](#)

Important: A confirmation number does not mean you will automatically get an interpreter. If you need to cancel the ASL interpreter please call MCDHH at least 48 hours in advance.



American Sign Language

Service Request Form

Thu Apr 30 2015 15:36:57 GMT-0400 (Eastern Standard Time)
Required Fields are in **bold**

Requestor Information

Requestor information refers to you, the individual making the request. It allows us to follow up with you and provide details about your request.

First Name: Last Name:
Title: Phone:
Email:

Customer Account Information

If you have not established a customer account with us previously, or have not used our services in the past, please take the time to provide us information about your organization and/or company. As well as reviewing and agreeing to our terms of service.

- [I already have a customer account](#)
- [I would like to create a customer account](#)

If you already have a customer account established with us, please enter your company or organization below.

Customer Name:

Tip - Customer name refers to the agency, company or organization who is making the request and will be responsible for payment. Once submitted, we will match up your customer name with the appropriate account we have on file. If no record exists of your organization or if there is a problem, a representative will contact you accordingly.

Service Information

Please select the service you need from us, the service date, start and end times. For billing purposes, please provide a service description as well.

Service:

Number: ☐ 1 ☐ 2 ☐ 3 ☐ 4 ☐ 5 ☐ 6 ☐ 7 ☐ 8

Service Description:

255 characters allowed, characters left: 255

Tip - enter the nature of your request, for example: school, medical, emergency, training, meeting, etc.

PO Number:

- [I only have one date of service](#)
- [I have additional dates of service](#)

Service Date/Time 1

Service Date: (example: 01-Jan-09)

Start Time:

:

End Time:

:

Service Location

Provide a detailed description of the service location. This helps us in matching the right resource to the request, and makes sure the resource is able to find the location successfully.

Location:

Address:

255 characters allowed, characters left: 255

City: State:

Postal Code: Country: US

Directions:

500 characters allowed, characters left: 500

Room/Class:

Client/Consumer Information

Provide information about the client/consumers being serviced. This includes special requirements and preferences.

- Client Type: ☐ I know the names of the clients and they are listed below
☐ The clients are non-specific (ex. group, audience, students, etc.)
☐ My clients are unknown or undisclosed

- [I only have one client/consumer](#)

- [I only have one client/consumer](#)

- [I have additional clients/consumers](#)

Client/Consumer 1 (please provide client/consumer information if known)

First Name: Last Name:

Client Gender: ☐ N/A ☐ M ☐ F Gender Pref: ☐ Either ☐ M ☐ F

Description:

Submit Your Service Request

Finally, all your information above will be submitted into our system and emailed to our scheduling team. If you have any comments you want to relay to our schedulers, please enter them below.

Comments:

500 characters allowed, characters left: 500



American Sign Language

- Have the ASL interpreter fill out the [American Sign Language Interpreter Form for MassHire Career Centers](#) and to send their billing information directly to the Director of the Multilingual Services Unit by fax to 617-727-8705.



- If you need to place a call to a customer with a hearing impairment, dial **711**. This is the relay number for communication assistance with the hearing impaired customers. An operator will assist in your communication with the customer.

Massachusetts Workforce Development System



What would you like to do?

Top actions & services

Workforce system staff
training →

MassWorkforce issuances →

MassWorkforce state and local
plans →

More actions & services

National Peer to Peer
Technical Assistance and
Training →

MassWorkforce career center
performance reports (CCPR) →

MassWorkforce resources →

MassWorkforce finance →

WIOA Subcommittees and
Workgroups →

Workforce Innovation &
Opportunity Act (WIOA) →

Massachusetts Workforce Development System



What would you like to do?

Featured:

Hurricane relief resources →

Mass BizWorks →

All tasks:

AJC posters →

Citrix project →

Crystal Reports project →

Career Center Seminars and
RESEA →

MassCIS - Massachusetts
Career Information System →

Multilingual Services →

<https://www.mass.gov/massworkforce-resources>

Massachusetts Workforce Development System



Massworkforce Career Center – Multilingual Services

Multilingual Services coordinates translation and interpretation services for multiple languages, including American Sign Language.

The Multilingual Services Unit facilitates communication between DCS staff and Limited English Proficiency (LEP) customers by providing interpretation and translation services. The Unit comprises staff who speak: English, Spanish, Portuguese, Vietnamese, Cantonese, Mandarin, Cape Verdean Creole, French, and Italian.

What would you like to do?

Top tasks

Career Center Multilingual Guidelines →

Multilingual Contacts →

What you need to know

Career Center Seminars (CCS) - Multilingual →

Career Action Plan (CAP) Form - Multilingual →

State LMI Worksheet - Multilingual →

RESEA UI Eligibility Assessment Questionnaire - Multilingual →

American Sign Language Services - Multilingual →

Work Search Log - Multilingual →

<https://www.mass.gov/massworkforce-career-center-multilingual-services>



Multilingual Language Guidelines

Multilingual Services - Staff resources

Limited English Proficiency (LEP) Services

[Your Right to an Interpreter Poster](#)

[Language Access Plan 1-6-2016](#)

[Language Service Guidelines PowerPoint Presentation](#)

Last Updated March 2015

['I Speak' Flashcard Poster](#)

Flashcard Poster in 38 languages reads "I speak (language)". This can be used to identify the language spoken by the Limited English Proficiency (LEP) customer.

[One Moment Please](#)

How to Say, "One Moment Please" in Eighteen Common Languages

Find valuable information on Unemployment Insurance Services, Employment Services, Worker's Compensation and Occupational Safety at Mass.gov.



Office of Multilingual Services OMS



Email MultilingualServices@Massmail.State.MA.US

We provide language access services to Limited English Proficiency (LEP) customers including translation and interpretation services. We provide language expertise, support and guidance to the Executive Office of Labor and Workforce Development and its agencies: Department of Unemployment Assistance (DUA), Department of Career Services (including One-Stop Career Centers), Department of Industrial Accident (DIA), and Department of Labor Standards (DLS).



TELL US WHAT YOU THINK

Multilingual Services Website



Multilingual Services MDCS webpage - <https://www.mass.gov/dcs-multilingual-services>

MDCS Multilingual Services

We ensure meaningful access to all aspects of EOLWD Agencies programs, services and activities for all Limited English Proficiency (LEP) customers.

Welcome to the MassHire Department of Career Services (MDCS) Multilingual Webpage. On this page you will find valuable Employment Services information. You can view and/or download forms and publications in 12 languages: Spanish, Portuguese, Haitian Creole, Chinese, Vietnamese, Russian, Khmer, Lao, Italian, French, Korean, and Arabic.

OFFERED BY

[Office of Multilingual Services →](#)

What would you like to do?

Feedback

Multilingual Services Website



What would you like to do?

[EOLWD Multilingual Services →](#)

[DUA Multilingual Services →](#)

[MDCS Multilingual Services →](#)

[DIA Multilingual Services →](#)

[DLS Multilingual Services →](#)

Related organizations

- [MassHire Department of Career Services →](#)
- [Department of Unemployment Assistance →](#)
- [Department of Labor Standards →](#)



Multilingual Services Website

MDCS Multilingual Services

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Office of Multilingual Services →

What would you like to do?

Top tasks

MDCS Español (Spanish) →

MDCS Português
(Portuguese) →

What you need to know

MDCS 中文 (Chinese) →

MDCS Ngôn Ngữ Việt Nam
(Vietnamese) →

MDCS Kreyol (Haitian Creole) →

MDCS Italiano (Italian) →

MDCS ខ្មែរ (Khmer) →

MDCS العربية (Arabic) →

See all 10 →

<https://www.mass.gov/mdcs-multilingual-services>

Useful Tools



Insert “Babel” notices in documents

This notice contains important information regarding the appeal identified on the first page of this notice. It is important to have it translated immediately. You may need to respond by a certain date to protect your rights.

Esta notificación contiene información importante sobre la apelación identificada en la primera página de esta notificación. Es importante que este formulario se traduzca de inmediato. Es posible que usted tenga que responder para una determinada fecha para proteger sus derechos.

Este aviso contém informações importantes relacionadas à apelação identificada na primeira página do aviso. É importante que este documento seja traduzido imediatamente. Pode ser necessário que você responda dentro de um prazo específico para proteger seus direitos.

В настоящем уведомлении содержатся важные сведения об апелляции, указанной на первой странице настоящего уведомления. Необходимо незамедлительно обеспечить его перевод. Чтобы защитить свои права, вам, возможно, необходимо будет ответить до определенной даты.

Avis sa gen enfòmasyon enpòtan konsènan apèl ki idantifye sou premye paj avi sa. Li trè enpòtan pou fè yon moun tradwi sa pou ou touswit. Ou ka bezwen repon avan yon dat spesifik pou pwoteje dwa yo.

Il presente avviso contiene importanti informazioni in merito al ricorso riportato nella prima pagina del presente documento. Tradurre quanto prima il presente modulo. È possibile che si richieda risposta entro una certa data al fine di proteggere i diritti del soggetto.

Cet avis contient d'importants renseignements sur l'appel identifié en première page de cet avis. Il est important de le faire traduire immédiatement. Il se peut que, pour protéger vos droits, vous deviez répondre avant une certaine date.

**កំណត់ហេតុនេះមានព័ត៌មានសំខាន់ ពាក់ព័ន្ធនឹងបណ្តឹងតវ៉ា
នៅក្នុងទំព័រដំបូង នៃកំណត់ហេតុនេះ។
វាសំខាន់ណាស់ដែលមានការបកប្រែយ៉ាងឆាប់រហ័ស។
អ្នកប្រហែលជាត្រូវការតបត
តាមកំណត់កាលបរិច្ឆេទដើម្បីការពារសិទ្ធិរបស់អ្នក។**

Thông báo này có các thông tin quan trọng về việc kháng cáo đã được xác định trên trang đầu tiên của thông báo này. Việc dịch ngay thông báo này là rất quan trọng. Quý vị có thể cần phải trả lời chậm nhất vào ngày cụ thể để bảo vệ quyền của mình.

ໜັງສືໄຊ ລັງການນີ້ລວມ ມີຂໍ້ມູນທີ່ສໍາຄັນກ່ຽວ ກັບການຂໍອຸທອນທີ່ໄດ້ກຳນົດ ຢູ່ໃນໜ້າທຳອິດຂອງໜັງສືໄຊລັງການນີ້. ການເອົາໜັງສືນັ້ນໄປໃນທັນທີ ແມ່ນສໍາຄັນຫລາຍ.

ທ່ານອາດ ລະລຳເປັນຕ້ອງ
ຕອບມັນໃຫ້ທັນໃນວັນທີ່ສະເພາະໃດໜຶ່ງ
ເພື່ອປົກປ້ອງສິດທິຂອງທ່ານ.

這份通知包含了有關本通知第一頁中所指上訴的重要資訊。因此立即請人翻譯相關內容是非常重要的。您或許必須在某個時間之前提出答辯狀以保護您的權利。

**이 통지서에는 본 통지서 첫 페이지에 나오는 항소에
관한 중요한 정보가 들어 있습니다. 이것이 즉시
번역되도록 하는 것은 중요합니다. 귀하는 귀하의
권리들 보호하기 위하여 특정 날짜까지 응답해야 할
수도 있습니다.**

تتضمن هذا الإشعار معلومات هامة حول الاستئناف المذكور في الصفحة الأولى من هذا الإشعار. من المهم القيام بترجمة هذا الإشعار فوراً. قد يتعين عليك الرد في تاريخ معين لحملية حقوقك.

Useful Tools

How to Say, "One Moment Please" in Eighteen Common Languages



Language:	Written in Language	Phonetic Pronunciation
Albanian:	Nje minutë ju lutem.	nee-yeh mee-noo-teh you loo-tem
Arabic:	دقيقة من فضلك	dakika meen fahdlock (masculine) dakika meen fahdlick (feminine)
Chinese:	请稍候	ching show hoe
French:	Un moment s'il vous plaît.	uhn moe-mon seal-voo-play
German:	Einen Moment bitte.	eye-nen moment bee-teh
Gujarati:	મેહરબાની કરીને એક પળ થોભશો.	meherbani kariné ek pul thobso
Haitian Creole:	Tanpri tann yon ti moman.	tan-pree tan yaw tee moe-maw
Hindi:	कृपया एक पल प्रतीक्षा करें	kreepya ek pal prateeksha karen
Italian:	Un momento per favore.	oon moe-mento pair fah-vore-ay
Japanese:	少々お待ちください。	shosho omachi kudasai
Korean:	잠깐 기다리세요	jam-kan ki-da-ri-se-yo
Polish:	Moment, proszę.	moment prosheh
Portuguese:	Um momento, por favor.	um moe-mento, poor fah-vor
Russian:	Подождите, пожалуйста.	padazhdite, pazhalusta
Spanish:	Un momento por favor.	oon moe-mento poor fah-vor
Swahili:	Subiri kidogo	soo-bee-re key-dough-go
Tamil:	தயவு செய்து ஒரு நிமிடம்	dye-ya-vu seydu oru nimi-dom
Vietnamese:	Xin chờ một chút	sin char moe-chew



You have the right to an interpreter at no cost to you. Please point to your language. An interpreter will be called. Please wait.

This Poster reads "Your Right to an Interpreter" in 30 languages and should be displayed in agency public spaces.



Contact Information



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thank you

